BrightRidge®
Broadband

BRIGHTRIDGE VOICE

CALLING FEATURE GUIDE

(423)952-5000

CALLING FEATURE GUIDE

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Broadband

CALLING FEATURE GUIDE

BrightRidge Voice offers a wide variety of convenient calling features. These timesaving features can make your phone service easy to use and more flexible than ever.

This guide provides instruction on how to use your optional calling features from BrightRidge Voice. If you need additional instruction or would like to add more calling features, please call (423) 952-5000 to speak with a BrightRidge Customer Service Representative.

VOICEMAIL

BrightRidge's Voicemail will enhance the way you communicate by making it easy to play, send, answer, and forward voice messages from any touch-tone phone.

Accessing Your Voicemail

All voicemail messages will reside in your personal voice mailbox, which is protected by your PIN. You can access your mailbox with a phone call.

From Your BrightRidge Phone Line:

1. Select *15.
2. Enter your PIN when prompted.

From Another Phone:

1. Select (423) 930-9303 for Voicemail.
2. Enter your 10-digit phone number.
3. Enter your Voicemail PIN number.

Changing Your Mailbox Settings

You can always change your mailbox settings, such as your PIN, greeting and other options. This will help save you time while using your Voicemail. *While in the voicemail menu, select 4 to go to the Mailbox Settings Menu.*

SETTING UP YOUR MAILBOX

To set up your mailbox by phone, you must use a phone associated with the phone number subscribed to the Voicemail service. *This involves three steps:*

    Step #1: Changing your Voicemail PIN

    Step #2: Recording your greeting

    Step #3: Recording your name

Changing Your Voicemail PIN

Enter your temporary PIN. You will be prompted to enter a new PIN. Next, you will be asked to confirm the new PIN number by re-entering it.

1. Select 4 to enter the Mailbox Settings Menu.
2. Listen until you hear the title "Security."
3. Select 3.
4. Select 1 to change your Voicemail PIN.
5. Enter a new 6-digit PIN and listen. (PIN must not be or contain your phone number)
6. Re-enter your new PIN and listen.

Skipping Your PIN

Usually when entering your mailbox, you will need to enter your PIN. However, you can set up your mailbox so that you can enter it without using a PIN when calling from your own phone. *To skip your PIN:*

1. Select 4 to enter the Mailbox Settings Menu.
2. Listen until you hear the title "Security."
3. Select 3.
4. Select 1.

Recording a Greeting

The first time you enter your mailbox, you will be asked to record a greeting. Your personal greeting must be longer than two seconds and shorter than 30 seconds. The following is a list of greetings you can record:

- Your personal recorded greeting
- Your name (accompanied by a system generated notice)

Record Your Greeting:

1. Select 3 to change your greeting.
2. Follow the prompts.

Recording Your Name

You must take less than 10 seconds to record your name. Once you have recorded your name, it is played back to you.

1. Select 3 to record your name.
2. Follow the prompts.

Voicemail Main Menu

The Main Menu allows you to access mailbox functions. When you enter the Main Menu, you will hear a welcome message, as well as a summary of your voicemail messages.
The following options are available to you:

1. Select 1 to listen to your message.
2. Select 2 to create a new message.

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3. Select 3 to work with greetings.

4. Select 4 to change mailbox settings.

5. Select 5 to forward a message.

6. Select 6 to manage erased messages.

7. Select 7 to login again with a different phone number.

8. Select 0 to listen to helpful hints.

9. Select * or hang up to end the call.

Listening to Your Messages

At the Main Menu, you may listen to each of the messages in your mailbox. You may also save, delete, reply to, or forward your messages. *Your messages are arranged in the following order:*

1. Urgent
2. Other or new
3. Saved

By default, you will hear information about each message when it is first played for you, including the time it was received and the phone number of the person who left the message. To listen to only the brief details of each message, disable the *Time and Date Stamp* feature.

Listening Options

While the message plays, you can choose one of the following options:

- Select 2 to save.
- Select 3 to delete.
- Select 8 to pause.
- Select 7 to return to the beginning of the playing message.

VOICEMAIL HANDS FREE & TIMESAVERS MENU

AutoPlay

When you enter your mailbox, your system is originally set to play all available options. AutoPlay is a feature that allows you to go directly to your messages as soon as you enter your mailbox.

Turning AutoPlay On

1.   Select 4 to enter the Mailbox Settings Menu.
2.   Select 2.
3.   Select 1.
4.   Select 1 to turn AutoPlay on.

Turning AutoPlay Off

1.   Select 4 to enter the Mailbox Settings Menu.
2.   Select 2.
3.   Select 1.
4.   Select 1 to turn AutoPlay off.

Fast Login

When entering your mailbox, you will need to enter your phone number. You can also set up your mailbox so that you do not need to enter your number when calling from your own phone.

Turning Fast Login On

1. Select 4 to enter the Mailbox Settings Menu.
2. Select 3.
3. Select 2.
4. Select 1.

Turning Fast Login Off

1. Select 4 to enter the Mailbox Settings Menu.
2. Select 3.
3. Select 2.
4. Select 1.

Time and Date Stamp (Header)

The time and date of each message is always recorded when someone leaves a message for you. You can choose whether to hear the time and date of every message before the message plays.

Turning Time and Date Stamp On

1. Select 4 to enter the Mailbox Settings Menu.
2. Select 2.
3. Select 3.
4. Select 1.
5. Select 1.

Turning Time and Date Stamp Off

You might wish to turn *Time and Date Stamp* off in order to save time. If you turn *Time and Date Stamp* off, the time and date information does not play unless you select "88" during the message.

1. Select 4 to enter the Mailbox Settings Menu.
2. Select 2.
3. Select 3.
4. Select 1.
5. Select 1.

Helpful Hints

1. Select 0 to enter the Helpful Hints Menu.
2. Listen or select # to move forward one hint at a time.
3. Select 1 to start over.
4. Select * to return to the Main Menu.

The hints that you can listen to are:

- Using #
- Using *
- Using timesavers while listening to messages
- Changing voicemail volume
- Changing voicemail playback speed
- Replying, forwarding, and sending messages

CALLER ID

With Caller ID, the name and/or phone number of the caller is displayed on a special display unit attached to your phone or on a specially equipped display phone. If the caller has blocked the delivery information of the call or if Caller ID is not available in the caller's phone network, the display screen shows "Private" or "Anonymous."

CALL WAITING

Call Waiting allows you to have a private conversation with one caller while keeping another caller on hold. With Call Waiting, a beep tone tells you that a second call is waiting. Another reminder is heard 10 seconds later if the waiting call remains unanswered. (Only you hear this tone. The third caller hears only the normal ringing tone).

Answer the Second Call

Depress the switch hook (flash button / answer button) for about one second to place your first call on hold. You will automatically connect with the second caller.

Alternate Between Calls

1. Depress the switch hook or flash button for about one second to alternate to the other caller.
2. Each conversation is private and cannot be heard by the other caller.

End Either Call

Hang up. If you haven't answered the waiting call, your phone will ring.

Deactivate Call Waiting While You Place A Call

1. Select *70 from a touch tone phone.
2. You will hear a second select tone.
3. Enter the number you want to call. Call Waiting will be deactivated for the duration of this call only. When you hang up, Call Waiting is again operational.

Distinctive Call Waiting / Priority Call

A Distinctive Ring or Distinctive Call Waiting Tone will alert you to a call from your own "Priority Call List" of up to 10 numbers. You'll hear two short rings or two short Call Waiting tones on calls originating from those numbers. All other calls will ring with a standard ring or Call Waiting tone.

- Entrance code is *61
- Select 3 to turn function on or off.
- Select # to add numbers to Priority Call List.

CALL FORWARDING

Call Forwarding (with remote access) will allow you to forward calls to an alternate number when you are unable to answer.

Forward All Your Calls

1. Lift the handset and listen for the dial tone.
2. Select *72 and listen for the dial tone.
3. Enter the number you wish to forward calls to.
4. You will hear three tones indicating Call Forward is enabled.

Once you have activated *Call Forward*, if someone tries to call you, the call will be forwarded to the alternate number you selected. If you wish to change the number to which your calls are being transferred, deactivate *Call Forward*, and repeat the steps above.

Deactivate Call Forwarding

1. Lift the handset and listen for a dial tone.
2. Select *73 and listen for three beeps.
3. *Call Forward* is now deactivated, and incoming calls will not be forwarded.

Call Forward No Answer

Call Forward No Answer forwards your calls to an alternate number when you are unable to answer. It forwards all calls after a specific number of rings.

1. Lift the handset and listen for the dial tone.
2. Select *92.
3. Listen for stuttered dial tone followed by a dial tone.
4. Enter the number you wish calls to be forwarded.
5. You will hear three beeps meaning *Call Forward No Answer* has been set.

Note: Be sure to deactivate basic Call Forwarding before activating Call Forward No Answer or Call Forward Busy. Call Forward No Answer and Call Forward Busy can be activated at the same time. Calls will be forwarded if the line is in use or if the call is not answered by the preset number of rings.

Deactivate *Call Forward No Answer*

1. Lift the handset and listen for the dial tone.
2. Select *93 and listen for stuttered dial tone.
3. *Call Forward No Answer* is now deactivated, and your calls will not be forwarded.

Call Forwarding Busy

This feature forwards your calls to an alternate number when the caller would receive a busy.

1.   Lift the handset and listen for a dial tone.
2.   Select *90 and wait for stuttered dial tone.
3.   Enter the number where calls should be forwarded.
4.   *Call Forward Busy* is now in effect.

You will hear three beeps meaning *Call Forward Busy* activated, and calls will be forwarded to the phone number you entered. Your caller will not hear a "busy" signal but will hear ringing. If you wish to change the number calls are transferred to, deactivate *Call Forward Busy* (see below), then follow the previous steps for *Call Forward Busy*.

Deactivate Call Forward Busy

1.   Lift the handset and listen for a dial tone.
2.   Select *91 and listen for stuttered dial tone.
3.   *Call Forward Busy* is now deactivated, and calls will not be forwarded when your line is in use.

Call Forwarding Selective

Use this feature to forward selected calls to another number and have all other calls ring at your phone as usual. Calls originating from numbers on your "Preferred List" of up to 10 numbers are forwarded. All other calls ring at your phone. When *Call Forward, Call Forward Busy*, and *Call Forward No Answer* are active, *Selective Call Forwarding* is on, and all your calls will be forwarded. Select *63 to manage (start/stop).

Remote Call Forwarding

Remote Call Forwarding allows you to activate or deactivate your *Call Forwarding* option from a remote location. To access *Call Forwarding* features from a remote location, complete the following:

1. Dial (423) 930-9606 for *Remote Access Call Forwarding.*
2. Enter your 10-digit phone number.
3. Enter your Features PIN.
4. Select *72.
5. Enter phone number you wish to forward your calls to.
6. Calls are now forwarded to the number you entered.

AUTOMATIC RECALL

Automatic Recall allows you to return the most recent incoming call or hear the last incoming caller's number, and then optionally return the call.

1. Select *69 to listen to the last calling number.
2. Select 1 to return the call.
3. Select *89 to cancel all outstanding Automatic Recall attempts.

THREE-WAY CALLING

Adding a Third Person to Your Call

1. To place the first call on hold, press the switch hook or flash button.
2. Listen for a dial tone, then dial the third person.

3. When the third person answers, you may talk privately with this person before you make the call three-way.

4. To make the call three-way, press the switch hook or flash button to add the person on hold to the call. If the call to the third person is not completed, or you decide not to add the third person to the call, press the switch hook or flash button twice to resume your conversation with the person on hold.

Disconnecting Three-Way Calling

• Press the switch hook or flash button to disconnect the third person, but stay connected to the original party.

• If either of the other two people hangs up, you can continue talking to the one remaining.

Three-Way Calling with Dropout

This feature is used with Three-Way Calling. It allows the user to drop out of the call, leaving the remaining parties connected to each other.

SPEED CALLING

This service allows one-digit or two-digit codes to be used as shortcuts for selected phone numbers. Speed calling short codes may map to:

• Numbers in any format (such as 1-10 digits, 0+10 digits, 10 digits, 1+7 digits, 0+7 digits, 7 digits)

• Any access codes, such as *72

Note: Speed calling short codes may not map to combinations of access codes followed by numbers. For example, a short code can map to either *72 access code or a phone number, but it cannot map to *72 followed by the phone number.

Short codes may be one or two digits. The defaults are 2-9 and 20-49 respectively.

- *To configure one-digit speed calling:*
    1. Select *74.
    2. Select the single-digit short code.
    3. Select the number to map to the short code.
- *To configure two-digit speed calling:*
    1. Select *75.
    2. Select the two-digit short code.
    3. Select the number to map to the short code.

* Note: To use speed calling, select the short code and then select # or wait four seconds.

CALL REJECTION ANONYMOUS

Anonymous Call Rejection prevents **intentionally** blocked calls from reaching you. Callers who have blocked their calls with Per Call Blocking or Line Blocking will hear a message stating this number is not accepting calls from blocked lines. Anonymous Call Rejection does not block unknown callers.

- Select *77 to enable.
- Select *87 to disable.

CALL REJECTION SELECTIVE

You can choose not to receive calls from specific parties by entering their phone numbers into a "Screening List" of up to 10 numbers. Calls originating from those numbers will be routed to a recorded announcement stating you are not accepting calls at this time. You'll receive all other calls as usual. Select *60 to manage (start/stop/add numbers).

TEEN LINE

Teen Line assigns an additional number to your phone line. The distinctive ring on this additional number allows you to identify which number is being called. To add this service, please call (423) 952-5000 to speak with a BrightRidge Customer Service Representative. *Additional costs per number will apply.*

CALL HOLD

This service allows the subscriber to put a call on-hold and then dial another phone number. The subscriber can then switch back to the first call (putting the new call on hold), and subsequently switch between the two callers.

- To put the current call on hold so that you can then dial a second number, press switch hook or flash button, select *52, and then dial the second number.
- Press switch hook or flash button again to switch back to the first call (putting the second call on hold).
- To switch back to the first call, press switch hook or flash button again.

FEATURE PIN CHANGE

This service allows you to change the personal identification number (PIN) used to access certain features including Remote Access to Call Forwarding and Call Barring. This PIN is NOT associated with the voicemail feature.

Change Your Feature PIN

1. Select *319.

2. When prompted, enter your default Feature PIN.

3. You will be prompted to enter a new four-digit Feature PIN.

4. Upon completion, you will receive a confirmation announcement.

CALL BARRING

Call Barring (Toll Restriction) allows you to bar outgoing calls to certain types of numbers. Requires Feature PIN. There are certain types of calls that are never barred, such as toll-free or emergency calls. The types of numbers that CAN be barred are:

- International calls
- National and mobile calls
- Local calls
- Operator calls
- Calls to any call service access codes
- Calls to those call service access codes which can affect configuration (for PBX lines)
- Premium rate calls
- Directory assistance calls

Note: When calls to access codes have been barred, users can still enter the codes to disable access code barring and to check call barring status.

Enable Call Barring for:

- All calls, select *341.
- International and National calls, select *342.

- International calls, select *343.

- Operator and Directory Assistance calls, select *344.

- Calls to access codes, select *345.

- Premium rate calls, select *346.

Disable Call Barring for:

- All calls, select *351.

- National and international calls, select *352.

- International calls, select *353.

- Operator and Directory Assistance calls, select *354.

- Calls to access codes, select *355.

- Premium rate calls, select *356.

BLOCK OUTBOUND CALLER ID

This feature prevents your caller ID information from being displayed to the called party on a per call basis. *Select *67 before placing your call.*

SEND OUTBOUND CALLER ID

This feature allows you to send caller ID information on a per-call basis so your number will be displayed to called parties. To activate this feature, select *82 before placing your call. After the call, Line Blocking will again be in effect.

CALL TRACING

To initiate a trace on the last call you have received, simply select *57 after hanging up from the received call. The originating phone number and all call information is recorded at the phone company office and can be requested by a law enforcement agency should they have the need for it. When you activate the trace, a digital voice recording will inform you if the trace was successful.

LIVE MESSAGE SCREENING

Live Message Screening allows customers to listen to voicemails as they are being left and to take the call should they choose.

1. Let an incoming phone call go to Voicemail. If the caller starts to leave a message, the phone will ring distinctively.
2. Pick up the phone to listen to the Voicemail being left.
3. To take the call, select 1.

Enable/Disable Live Message Screening from Phone

Log into Voicemail and from the Mailbox Menu:
1. Select 4 for Mailbox Settings.
2. Select 9 for Live Message Screening. An announcement will indicate if Live Message Screening is active or not.
3. Select 1 to change the current stats or select * to leave it as is.

SIMRING

SimRing allows your calls to simultaneously ring up to four other numbers when callers dial your main number. You may choose to have calls ring at your home, office, mobile, or other devices. In order to use this feature, it must be configured using the BrightRidge CommPortal web user interface. See next section for accessing CommPortal Interface. *Additional charges may apply, depending on the SimRing destination.*

COMMPORTAL

CommPortal is a web-based management platform for your BrightRidge voice services. Easily manage your PINs and passwords, call forwarding, voicemail, SimRing, and many other features. You can even configure your voicemail messages to be delivered to your email address.

CommPortal can be reached at: https://portal.mybrightridge.com/

ADD-ON FEATURES

For the following add-on features, please contact customer service at (423) 952-5000.

- Voicemail Speech-to-Text
- Announce-only Voicemail Box *(Business Only)*
- Hunt Group *(Business Only)*

JOHNSON CITY LOCAL CALLING AREA

Baileyton

423-234

423-528

Blountville

423-212	423-482
423-279	423-574
423-323	423-662
423-325	423-917
423-354	

Bluff City

423-391

423-538

423-575

423-712

Bristol

423-217	423-366	423-573	423-742	423-793
423-274	423-383	423-612	423-758	423-797
423-340	423-484	423-646	423-764	423-844
423-341	423-534	423-652	423-789	423-845

423-878	423-989	423-968
423-914	423-990	423-956

Butler

423-281

423-647

423-768

423-840

Church Hill

423-226

423-256

423-357

423-770

Elizabethton

423-213	423-518	423-666	423-895
423-297	423-542	423-683	
423-342	423-543	423-707	
423-440	423-547	423-862	

Erwin

423-220	423-560	423-824
423-270	423-695	
423-330	423-735	
423-388	423-743	

Fall Branch

423-292	423-677

423-348   423-897
423-384
423-446

Greeneville

423-278	423-525	423-620	423-684	423-812
423-329	423-552	423-636	423-783	423-820
423-359	423-588	423-638	423-787	423-823
423-470	423-609	423-639	423-798	423-972

Hampton

423-725
423-896
423-957

Johnson City

423-202	423-262	423-302	423-427	423-434
423-218	423-268	423-328	423-430	423-439
423-232	423-282	423-410	423-431	423-461
423-233	423-283	423-412	423-433	423-483
423-491	423-610	423-685	423-747	423-794
423-524	423-630	423-722	423-767	423-795
423-549	423-631	423-737	423-773	423-833
423-557	423-676	423-741	423-791	423-854
423-900	423-929	423-946	423-979	
423-915	423-930	423-952		

| 423-926 | 423-938 | 423-953 |
| 423-928 | 423-943 | 423-975 |

Jonesborough

423-753

423-788

423-850

423-913

Kingsport

423-224	423-246	423-288	423-390	423-429
423-229	423-247	423-343	423-392	423-480
423-230	423-251	423-367	423-398	423-530
423-245	423-276	423-378	423-408	423-578

423-579	423-782	423-863
423-723	423-817	423-963
423-732	423-830	423-967
423-765	423-857	

Limestone

423-257	423-948
423-426	
423-444	
423-607	

Midway (Sullivan)

| 423-239 | 423-361 | 423-418 |

423-306   423-389   423-502

423-335   423-406   423-571

423-360   423-416   423-726

Midway (Washington)

423-207

423-467

423-477

423-806

Mosheim

423-422

423-450

423-657

Mountain City

423-291   423-576

423-460   423-699

423-471   423-727

423-501

Roan Mountain

423-481

423-772

Stoney Creek

423-474

423-512

Sullivan Gardens

423-349

423-516

423-583